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CLAIMS

Amended claims follow:

1. (Currently Amended) A method for handling unregistered callers in a voice recognition framework, comprising the steps of:
determining whether a user is registered;
executing a registration process if it is determined that the user is not registered;
and
receiving and recognizing utterances representative of information from the user during the registration process, wherein the receiving is carried out utilizing an input device;
wherein the information includes billing information;
wherein the billing information is selected from the group consisting of a billing address and credit card data, where the billing address includes a city in which the user resides;
wherein the information further includes at least one phone number of the user;
wherein the determining whether a user is registered includes gathering information relating to the user from a first database and comparing the information against a second database of registered users;
wherein directions are given to the user explaining the registration process and another process by which the user exits the registration process such that the user is capable of exiting the registration process at any time during the registration process upon receipt and detection of a predefined keyword uttered by the user;
wherein the executing the registration process includes receiving an account number that identifies a telecommunication carrier from which the user was transferred to the registration process, establishing a unique user account number for the user where the unique user account number is utilized for storing the information, and establishing a personal identification number for the user where the personal identification number is utilized for security purposes;

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wherein the registration process includes returning the user to a main menu after the registration process is complete or upon receipt and detection of the keyword;

wherein the handling unregistered callers is managed by a platform including a presentation layer, an application logic layer, an information access services layer, and a telecom infrastructure;

wherein the application logic layer includes a set of reusable application components and a software engine for the execution thereof, the application logic layer further including an application server, and a VoiceXML interpreter, the application server adapted for hosting logic of applications providing services, and the VoiceXML interpreter adapted for executing VoiceXML applications;

wherein the presentation layer provides for communication with the user and includes a telephony server, a speech recognition server, and a text-to-speech server, the telephony server adapted for providing an interface for receiving voice streams from the user, the speech recognition server adapted for providing speech recognition of the voice streams provided by the telephony server, and the text-to-speech server adapted for transforming text input into audio output that is streamed through the telephony server to the user;

wherein the information access services layer provides access to modular value-added services and includes a content service, a user profile service, a billing service, and a portal management service, the content service adapted to manage the first database and the second database and to send alarms based on alarm conditions, the user profile service adapted to provide user information upon an authenticated request, the billing service adapted to capture and process billable events associated with the user, and the portal management service adapted to maintain the information on a voice portal associated with the user, where the voice portal is capable of being configured by the user to administer the applications providing the services that are selected by the user;

wherein the services that are selected by the user are chosen from the group consisting of a business finder service, a driving directions service, a flight information service, a traffic updates service, a weather service, a news service, a sports information service, a stock quote service and an infotainment service.

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2. (Cancelled)
3. (Cancelled)
4. (Previously Presented) The method as recited in claim 1, wherein the information includes a gender of the user.
5. (Cancelled)
6. (Cancelled)
7. (Previously Presented) The method as recited in claim 1, wherein the information includes preferences.
8. (Previously Presented) The method as recited in claim 7, wherein the preferences are selected from the group consisting of personalization information, data relating to a stock portfolio of the user, and sports of interest to the user.
9. (Original) The method as recited in claim 7, wherein the preferences include personalization information, data relating to a stock portfolio of the user, and sports of interest to the user.
10. (Previously Presented) The method as recited in claim 1, wherein the information is entered by the user utilizing a computer coupled to a network.
11. (Original) The method as recited in claim 10, wherein the network includes the Internet.
12. (Cancelled)

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13. (Previously Presented) The method as recited in claim 1, wherein the information is entered verbally utilizing a telephone by way of an attendant.
14. (Previously Presented) The method as recited in claim 1, wherein the information is used when providing the service.
15. (Original) The method as recited in claim 1, and further comprising the step of presenting promotion information to the user during the registration process.
16. (Cancelled)
17. (Currently Amended) A computer program product embodied on a computer readable medium for handling unregistered callers in a voice recognition framework, comprising:
 - computer code for determining whether a user is registered;
 - computer code for executing a registration process if it is determined that the user is not registered; and
 - computer code for receiving and recognizing utterances representative of information from the user during the registration process, utilizing an input device; wherein the information includes billing information; wherein the billing information is selected from the group consisting of a billing address and credit card data, where the billing address includes a city in which the user resides; wherein the information further includes at least one phone number of the user; wherein the determining whether a user is registered includes gathering information relating to the user from a first database and comparing the information against a second database of registered users; wherein directions are given to the user explaining the registration process and another process by which the user exits the registration process such that the user is capable of exiting the registration process at any time during the registration process upon receipt and detection of a predefined keyword uttered by the user;

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wherein the executing the registration process includes receiving an account number that identifies a telecommunication carrier from which the user was transferred to the registration process, establishing a unique user account number for the user where the unique user account number is utilized for storing the information, and establishing a personal identification number for the user where the personal identification number is utilized for security purposes;

wherein the registration process includes returning the user to a main menu after the registration process is complete or upon receipt and detection of the keyword;

wherein the handling unregistered callers is managed by a platform including a presentation layer, an application logic layer, an information access services layer, and a telecom infrastructure;

wherein the application logic layer includes a set of reusable application components and a software engine for the execution thereof, the application logic layer further including an application server, and a VoiceXML interpreter, the application server adapted for hosting logic of applications providing services, and the VoiceXML interpreter adapted for executing VoiceXML applications;

wherein the presentation layer provides for communication with the user and includes a telephony server, a speech recognition server, and a text-to-speech server, the telephony server adapted for providing an interface for receiving voice streams from the user, the speech recognition server adapted for providing speech recognition of the voice streams provided by the telephony server, and the text-to-speech server adapted for transforming text input into audio output that is streamed through the telephony server to the user;

wherein the information access services layer provides access to modular value-added services and includes a content service, a user profile service, a billing service, and a portal management service, the content service adapted to manage the first database and the second database and to send alarms based on alarm conditions, the user profile service adapted to provide user information upon an authenticated request, the billing service adapted to capture and process billable events associated with the user, and the portal management service adapted to maintain the information on a voice portal

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associated with the user, where the voice portal is capable of being configured by the user to administer the applications providing the services that are selected by the user;

wherein the services that are selected by the user are chosen from the group consisting of a business finder service, a driving directions service, a flight information service, a traffic updates service, a weather service, a news service, a sports information service, a stock quote service and an infotainment service.

18. (Currently Amended) A system including a computer program product embodied on a computer readable medium for handling unregistered callers in a voice recognition framework, comprising:

means for determining whether a user is registered;

means for executing a registration process if it is determined that the user is not registered; and

means for receiving utterances from the user, utilizing an input device;

wherein the information includes billing information;

wherein the billing information is selected from the group consisting of a billing address and credit card data, where the billing address includes a city in which the user resides;

wherein the information further includes at least one phone number of the user;

wherein the determining whether a user is registered includes gathering information relating to the user from a first database and comparing the information against a second database of registered users;

wherein directions are given to the user explaining the registration process and another process by which the user exits the registration process such that the user is capable of exiting the registration process at any time during the registration process upon receipt and detection of a predefined keyword uttered by the user;

wherein the executing the registration process includes receiving an account number that identifies a telecommunication carrier from which the user was transferred to the registration process, establishing a unique user account number for the user where the unique user account number is utilized for storing the information, and establishing a

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personal identification number for the user where the personal identification number is utilized for security purposes;

wherein the registration process includes returning the user to a main menu after the registration process is complete or upon receipt and detection of the keyword;

wherein the handling unregistered callers is managed by a platform including a presentation layer, an application logic layer, an information access services layer, and a telecom infrastructure;

wherein the application logic layer includes a set of reusable application components and a software engine for the execution thereof, the application logic layer further including an application server, and a VoiceXML interpreter, the application server adapted for hosting logic of applications providing services, and the VoiceXML interpreter adapted for executing VoiceXML applications;

wherein the presentation layer provides for communication with the user and includes a telephony server, a speech recognition server, and a text-to-speech server, the telephony server adapted for providing an interface for receiving voice streams from the user, the speech recognition server adapted for providing speech recognition of the voice streams provided by the telephony server, and the text-to-speech server adapted for transforming text input into audio output that is streamed through the telephony server to the user;

wherein the information access services layer provides access to modular value-added services and includes a content service, a user profile service, a billing service, and a portal management service, the content service adapted to manage the first database and the second database and to send alarms based on alarm conditions, the user profile service adapted to provide user information upon an authenticated request, the billing service adapted to capture and process billable events associated with the user, and the portal management service adapted to maintain the information on a voice portal associated with the user, where the voice portal is capable of being configured by the user to administer the applications providing the services that are selected by the user;

wherein the services that are selected by the user are chosen from the group consisting of a business finder service, a driving directions service, a flight information

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service, a traffic updates service, a weather service, a news service, a sports information service, a stock quote service and an infotainment service.

19. (Cancelled)

20. (Cancelled)

21. (Cancelled)

22. (Cancelled)

23. (Currently Amended) The method as recited in claim [22]18, wherein the information relating to the user is gathered via call description records.

24. (Cancelled)

25. (Cancelled)

26. (Cancelled)

27. (Cancelled)